



SUMMARY

I am Jatin Arora, a dynamic account manager offering expertise in building partnerships, retaining key accounts, and enhancing profit channels. Strong leader with proficiency in growing a professional network, influencing decision-makers, and devising successful strategies. Collaborative and strategic team leader with a robust background in customer relationship management.

SKILLS

- Team management
- Tableau
- MySQL
- MS Office
- Issue Resolution

Additional Skills:

- Fluent in team communication and management
- Proficient in leading and coordinating cross-functional teams
- Strong problem-solving and strategic planning abilities
- Adept at handling multiple projects simultaneously and delivering results under tight deadlines

ACHIEVEMENTS

Team Leadership

- Managed and led a team of 40 customer service representatives.
- Responsible for providing coaching and support to improve performance and achieve departmental goals.

Training and Mentoring

- Developed and delivered training programs for new hires.
- Managed to decrease onboarding time by 30% resulting in improved customer service skills.

PROFESSIONAL EXPERIENCE

Account Manager(Fraud Analyst)

Encore Capital Group | March 2024 – Present

- Responsible for keeping record of daily activities through online customer database
- Evaluated client needs and developed tailored solutions to increase positive customer ratings.

Customer Service Representative

Concentrix | September 2023 - November 2023 | March 2022 - June 2023

- Assisted customers with product-related questions, feedback and complaints. Built rapport with customers through courteous and professional communications.
- Assisted in the fulfillment of customer orders placed in person, via email, online.

EDUCATION

Bharthi Vidyapeeth Deemed University

Masters in Business Administration

2022-2024

Gigarattan International Business School

Bachelors in Business Administration

2018-2021